Distance Support Portal
A world of support at your fingertips

Anchor Desk
I need to . . .

QUICK REPORT

Count of Cases

New Cases Created		**552**

Metric	Total	%
Telephone	208	38
Email	249	45
Anchor Desk Web	93	17
Other	2	0

Case Status as of 1/15/2004 only.

Distance Support Top 10 Requests

Cumulative Totals (Since 08/15/2000)

Legend: Other, Training, Tech Data, Tech Assist, Logistics

Categories: AN/USQ 119 GCCS, CIWS Block 1, Galley and Scullery Equipment, AN/SPS-49 (V) 1 - 7 Air S..., AN/SPY-1B/D Radar, AN/WSN 1, 2, 3, 5 INS, Air Conditioning Plants R-1..., Watertight Doors, Boat Davits, LM 2500 Gas Turbine Engine
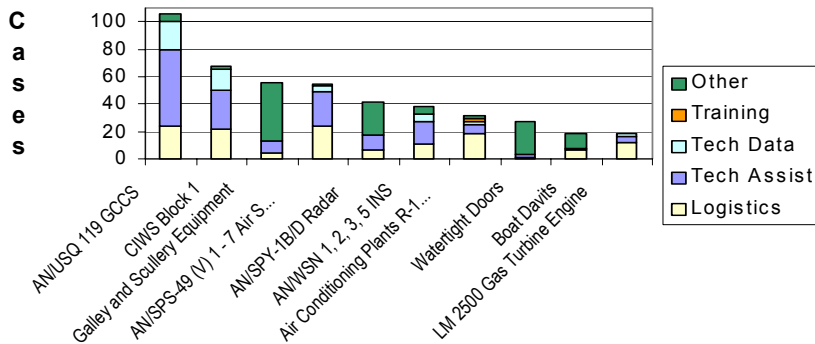
Functional Drivers

Types of Questions (552 Total Cases)

- NEMAIS (195)
- Logistics - Not Parts (104)
- Supply (92)
- Logistics - Parts (62)
- Technical Assistance (44)
- Directory Assistance (17)
- Technical Data (15)
- Other Subjects (12)
- Quality of Life (6)
- Training (3)
- UNKNOWN (2)
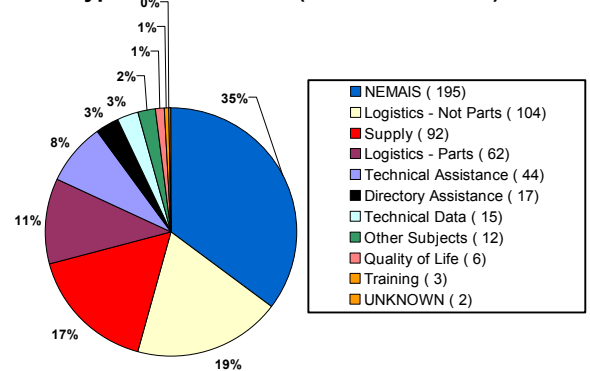
Case Resolution

New Cases Created		**552**

Metric	Total	%
Old Cases Closed	135	
New Cases Closed	354	64
Closed Same Day	283	51
First Contact Resolution	125	23

Case Status as of 1/15/2004 only.

Case Resolution Ratio

Legend: Cases Created, Closed, Same Day, FCR
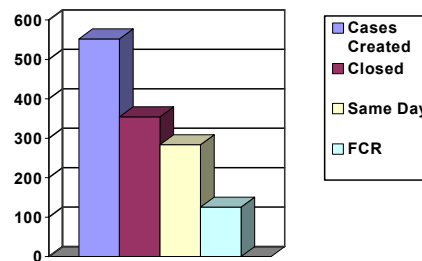
SOS Response Time Breakdown

Total SOS Requests Resolved		**369**

Metric	Total	%
1.) > 1 Week	47	13
2.) 3 - < 7 Days	24	7
3.) 1 - < 3 Days	42	11
4.) 6 - < 24 Hours	31	8
5.) 2 - < 6 Hours	11	3
6.) < 2 Hours	214	58

Case Status as of 1/15/2004 only.

Open Cases Aging

Total Cases Open		**786**

Metric	Total	%
1.) > 1 Week	588	75
2.) 3 - < 7 Days	77	10
3.) 1 - < 3 Days	83	11
4.) 6 - < 24 Hours	31	4
5.) 2 - < 6 Hours	6	1
6.) < 2 Hours	1	0

Case Status as of 1/15/2004 only.

Open Cases Aging

Legend: < 2 Hr, 2-6 Hr, 6-24 Hr, 1-3 Days, 3-7 Days, > 1 Wk
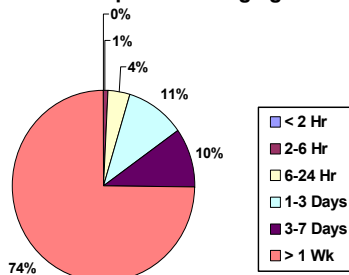
Cases Transferred Ratio

New Cases Created		**552**

Metric	Total	%
Transferred to SOS	273	49
Average Transfer*	0.6	Hrs
NICC Resolved	279	51
NICC Researching	0	0

Average Time between case creation and transfer.
Case Status as of 1/15/2004 only.

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.